

Technology Modernization -- MCG -- No. 150701

| | | | |
|----------------------|---------------------------------------|-----------------------------------|------------------|
| Category | General Government | Date Last Modified | January 08, 2008 |
| Subcategory | County Offices and Other Improvements | Required Adequate Public Facility | No |
| Administering Agency | County Executive | Relocation Impact | None. |
| Planning Area | Countywide | Status | On-going |

EXPENDITURE SCHEDULE (\$000)

| Cost Element | Total | Thru FY07 | Est. FY08 | Total 6 Years | FY09 | FY10 | FY11 | FY12 | FY13 | FY14 | Beyond 6 Years |
|-----------------------------------|---------------|-----------|--------------|---------------|---------------|---------------|---------------|---------------|----------|----------|----------------|
| Planning, Design, and Supervision | 73,021 | 0 | 5,064 | 67,957 | 22,515 | 19,813 | 15,504 | 10,125 | 0 | 0 | 0 |
| Land | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Site Improvements and Utilities | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Construction | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total | 73,021 | 0 | 5,064 | 67,957 | 22,515 | 19,813 | 15,504 | 10,125 | 0 | 0 | 0 |

FUNDING SCHEDULE (\$000)

| | | | | | | | | | | | |
|--------------------------|---------------|----------|--------------|---------------|---------------|---------------|---------------|---------------|----------|----------|----------|
| Current Revenue: General | 40,436 | 0 | 5,064 | 35,372 | 10,509 | 10,278 | 9,872 | 4,713 | 0 | 0 | 0 |
| Short-Term Financing | 32,585 | 0 | 0 | 32,585 | 12,006 | 9,535 | 5,632 | 5,412 | 0 | 0 | 0 |
| Total | 73,021 | 0 | 5,064 | 67,957 | 22,515 | 19,813 | 15,504 | 10,125 | 0 | 0 | 0 |

OPERATING BUDGET IMPACT (\$000)

| | | | | | | | | | | |
|-------------------|--|--|--|---------------|------------|--------------|--------------|--------------|--------------|--------------|
| Maintenance | | | | 21,311 | 860 | 1,536 | 1,612 | 3,552 | 6,647 | 7,104 |
| Net Impact | | | | 21,311 | 860 | 1,536 | 1,612 | 3,552 | 6,647 | 7,104 |

DESCRIPTION

This project provides for the replacement, upgrade, and implementation of IT initiatives that will ensure ongoing viability of key processes, replace outdated and vulnerable systems, and produce a high return in terms of customer service and accountability to our residents. Major new IT systems being launched through this project are Enterprise Resource Planning (ERP), 311/Constituent Relationship Management (CRM), and related Business Process Review (BPR). ERP will modernize our Core Business Systems to improve the efficiency, effectiveness, and responsiveness of the County Government. The ERP project will provide needed upgrades to the County's financial, procurement, human resource, and budgeting systems and will streamline existing business processes. Business Process Review is occurring as part of ERP requirements analysis and planning. The first phase of this project, MCtime, the implementation of electronic time reporting, is well underway. A new 311/CRM system will combine advanced telephony, internet, and computer technology with constituent-focused business processes. Residents will ultimately be able to call one number to access County government services and built-in tracking and accountability features will assure that every call receives a timely response. Additional projects may be added in the outyears.

COST CHANGE

As indicated in the FY07-12 Amended CIP version of this project, the expenditures associated with this effort would be refined for the FY09-14 CIP. That analysis has now occurred and the current estimate is based on detailed review of integrator, staffing, hardware, and software costs.

JUSTIFICATION

According to a 2004 ranking of major existing technology systems based on their current health and relative need for upgrade or replacement, the County's current core business systems (ADPICS, FAMIS, BPREP, and HRMS) were ranked as Priority #1, which means "obsolete or vulnerable critical system in immediate risk of failure." These at-risk systems will be replaced with a state of the art ERP system which will provide a common database supporting financials, procurement, budget and HR/payroll, and will include system-wide features for security, workflow, and reporting, and up-to-date technology architecture. Montgomery County seeks to set a national standard for accountability and responsiveness in governance and the delivery of services to its residents and businesses. A customer-oriented 311/CRM system is needed as a single one-stop-shop phone number and intake system to meet this growing demand.

Information Technology Interagency Funding and Budgeting Committee's report of September 30, 2003.

MCG FY06 IT Budget Overview prepared by DTS.

FISCAL NOTE

Project funding includes short-term financing for integrator services and software costs. Total costs associated with CRM software licenses and integration services, and required infrastructure to support ERP and other enterprise technology initiatives are not yet included in this project and are undergoing further analysis.

APPROPRIATION AND EXPENDITURE DATA

| | | |
|------------------------------------|------|---------|
| Date First Appropriation | FY07 | (\$000) |
| First Cost Estimate | | |
| Current Scope | FY08 | 85,464 |
| Last FY's Cost Estimate | | 85,464 |
| Appropriation Request | FY09 | 44,199 |
| Appropriation Request Est. | FY10 | 11,033 |
| Supplemental Appropriation Request | | 0 |
| Transfer | | 0 |
| Cumulative Appropriation | | 5,064 |
| Expenditures / Encumbrances | | 1,566 |
| Unencumbered Balance | | 3,498 |
| Partial Closeout Thru | FY06 | 0 |
| New Partial Closeout | FY07 | 0 |
| Total Partial Closeout | | 0 |

COORDINATION

MCG efforts must be coordinated with the recent implementation of a new Financial Management System by MCPS and efforts by other agencies to ensure data transportability and satisfy reporting needs between agencies. Project staff are drawing on the implementation experiences of MCPS, WMATA and governments with functions and components similar to MCG during the project planning, requirements gathering, and requests for proposal (RFP) phases.

Offices of the County Executive
Office of the County Council
Department of Finance
Department of Technology Services
Office of Procurement
Office of Human Resources
Office of Management and Budget
All MCG Departments and Offices

MAP

